



News Release

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EVERY WOMAN COUNTS CONSUMER 800 NUMBER INCREASES ACCESSIBILITY FOR WOMEN SEEKING BREAST AND CERVICAL CANCER SCREENING

Sacramento, CA – The California Department of Health Care Services (DHCS) today announced that the Every Woman Counts (EWC) Program has transitioned from a telephone service center for its consumer toll-free number to an automated referral line and online provider locator. The EWC 800 number and online locator provide referrals to local EWC providers for breast and cervical cancer screening services and will be available 24 hours a day, seven days a week. Callers will still be able to speak with a live person after being referred to an EWC provider in their area.

The automated referral line is available in English and several other languages, including Spanish, Cambodian/Khmer, Hmong, Tagalog, Russian, Vietnamese, Cantonese, Mandarin and Korean. The referral line offers callers up to ten providers located within the zip code entered. They will also receive referrals to the Breast and Cervical Cancer Treatment Program's toll-free 800 number and information about health coverage through the state's health benefit exchange, Covered California, and Medi-Cal. In addition, they will receive information about the California Smokers' Helpline and general information on breast and cervical cancer.

The provider locator will allow the user to specify search parameters for a health care provider, such as whether a female clinician is available or the language(s) spoken at a facility. It also provides a map function that allows the user to see the location of the facility based upon the zip code or address that is entered.

"We are proud of our new automated telephone system and online provider locator that will increase access to breast and cervical cancer screening services to women in California that remain uninsured," said DHCS Director Toby Douglas. "Our Breast and Cervical Cancer Treatment Program provides cancer treatment to uninsured individuals diagnosed with breast and/or cervical cancer and who are in need of treatment."

The Breast and Cervical Cancer Treatment Program is a life-saving program for low-income women and men who have no other options for obtaining treatment for their cancer condition. The program also helps relieve the financial burden of expensive treatment for qualifying low-income individuals with high-cost insurance.

"These new features may increase the number of uninsured women screened for breast and cervical cancer, increase early cancer detection and reduce cancer mortality," said Douglas.

The phone number for the referral line, (800) 511-2300, is the same number that has been used since 1995. Nearly 350,000 calls have been received by the line since its inception, primarily from women seeking services. The online locator may be accessed at <http://dhcs.ca.gov/everywomancounts>. DHCS anticipates a significant increase in callers and online referrals due to 24-hour availability.